

5212 - DISPATCHER

NATURE OF WORK

This is advanced telecommunications work of considerable complexity in the City of Miami Beach Public Safety Communications Bureau (PSCB), operating radio transmitting equipment and other automated systems to dispatch and communicate with mobile public safety and other units.

Work involves the relaying of orders and information to and from public safety and other personnel. Employees in this class utilize a central communications network and operate a base station radio receiver-transmitter. Employees are responsible for the accurate, rapid, and effective evaluation and processing of police, fire, rescue, and other incidents and dispatching personnel and equipment in a variety of critical situations involving the preservation of life and property. Prompt and high accurate reactions are required even under stressful and emergency circumstances. Employees must maintain a high degree of concentration and recall details of several events occurring simultaneously. Employees are given assistance on unusual or difficult situations.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Receives requests for radio transmissions from Communications Operators relative to the reporting of fires, disturbances of the peace, suspicious persons, other emergencies, and a variety of unusual incidents.

Evaluates the need for fire, police, or other assistance by determining the exact nature of the incident, geographical location, governmental jurisdiction, and, if required, priority.

Determines units available for response and selects units to respond.

Dispatches appropriate personnel and equipment using a computer aided dispatch system or other means to the appropriate location, controls the distribution of air time, relays and responds to requests and information from field personnel, and transmits report to proper officers.

Maintains continued communication and status of all personnel and equipment for the duration of incidents.

Performs radio tests, bell tests, and equipment tests periodically. Requests, receives, and records water pressures from all fire department facilities, periodically; participates in National Weather Service radio tests, daily.

Changes tape reels daily.

May routinely perform any duties of lower PSCB personnel such as receive telephone calls; screen, input, retrieve, and relay information manually or via computer system; and originate requests to Dispatchers.

May prepare and maintain logs, activity records, and other written or computerized records or reports of telephone calls received, actions taken, final disposition, etc.

May receive, answer, and initiate requests for information from city or other law enforcement

agencies, police/fire units, ambulance companies, hospitals, automobile wreckers, and the general public.

May access F.C.I.C., N.C.I.C., and other automated systems in responding to field requests for information.

May telephone ambulance services and direct them to the appropriate location; inform personnel of expected arrival times of ambulances; telephone other agencies, utilities, or service providers.

Performs simple cleaning and maintenance on work station and appropriate computer and other equipment.

May maintain inventory of supplies.

Assists in the training of other PSCB personnel.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of modern office practices, procedures, and equipment. Skill in the use of typewriter, word processors, computer terminals, advanced multi-line telephone equipment, computer aided dispatch system, radio communication, and associated equipment; good finger and arm coordination and dexterity. Ability to understand, retain, and apply detailed and complex written, verbal, and demonstrated procedures, information, and regulations to a variety of situations. Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action in crises situations which may include life and death decisions. Ability to maintain a high degree of concentration and recall details of several events occurring simultaneously. Ability to effectively prioritize duties when dealing simultaneously with several functions. Ability to react quickly, accurately, and calmly in stressful and emergency situations. Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of radio, telephone, or person-to-person contact. Ability to speak clearly with good diction. Ability to prepare and maintain accurate detailed records, logs, and other written or computerized records or reports. Ability to spell correctly and write legibly using correct grammar. Ability to verify information and resolve discrepancies. Ability to look up information in directories by index or cross reference. Ability to rapidly acquire considerable knowledge of: local geography, roadways, landmarks, and jurisdiction boundaries; and P.S.C.B. Standard Operations manuals and procedures.

MINIMUM REQUIREMENTS

One (1) year of experience in a Police/Fire dispatch capacity.

Type 30 correct w.p.m.

Experience working in a fast paced and stressful environment.

Shift work includes nights, weekends, and holidays.

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PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling; some crawling, reaching, and handling, standing, pushing, and pulling; extensive sitting.

SUPERVISION RECEIVED

Assignments and work methods are described in detail and work is performed under minimal direct supervision and with latitude for the exercise of independent judgment. Work is evaluated by review of records generated by employee's activities or through direct observation.

SUPERVISION EXERCISED

Usually none, but may be asked to temporarily act as lead worker.

Rev. 5/95 (minimum req.)